



## **ADDENDUM NUMBER 1**

### **REQUEST FOR PROPOSAL CITY OF SANDY SPRINGS GENERAL GOVERNMENT SERVICES**

#### **RFP # IS-FY19 INFORMATION SERVICES**

**PROPOSALS DUE:  
JANUARY 31, 2019 NO LATER THAN 2:00 P.M.**

**COMPLETE THIS ADDENDUM, SIGN and SUBMIT with the RFP.**

---

#### **To All Prospective Offerors:**

In reference to the RFP listed above, the following answers to questions, additions, deletions and changes are hereby incorporated into the Request for Proposal:

#### **Questions:**

1. Emergency Operating Center (EOC). How will the vendor be required to handle the activation of the EOC? How does the City compensate for additional resources, specifically extra labor hours? **Answer: The vendor will be required to staff the EOC when it is activated. The City will compensate for the overtime of hourly staff. Any extra compensation of salaried staff will be the responsibility of the contractor.**
2. Lucity Administration: Currently, the GIS Department is required to spend nearly 5% of their yearly labor budget on *Lucity administration* (non-GIS activities.) 2-4 hours per week. Does the City require that the GIS Department continue to be the "owner" of this application? **Answer: Ownership of the Lucity software package currently resides within the Information Services contract. This may change at some point but, for the purposes of this solicitation it should be included in the yearly labor budget.**
3. A question on the SLAs defined in the Task order? Is there any distinction between incidents (based on severity/priority) and service requests? **Answer: Incidents are unplanned interruptions or degradation in quality of an IT service. The defined SLAs apply to incidents:**
  - High priority incidents resolved in 1 hour 95% of the time
  - Medium Priority incidents resolved in 4 hours 95% of the time
  - Low Priority incidents resolved in 1 business day 95% of the time

4. For inspection rights on page I-18 section (b) – is it normal for the agency to require access to contractor Facilities on demand? **Answer:** Access with notice to contractor run facilities that are providing services for the City where the facility is not located on City property is a requirement of this contract.
5. In Section j.3.0 and j.1.5 paragraph 13, Are requests to be supported exempted? **Answer:** Yes.
6. For J- Attachment 05 The report medium is listed as excel. Should this be jointly developed by the contractor and the City? **Answer:** Yes.
8. For J-Attachment 05 CI-COSS-IS-002 What is in the monthly audit reports? **Answer:** Audits include patch level for various software products including but not limited to operating systems and antivirus. Details would include remediation plan and roadmap to stay current.
9. Section J of the Draft RFP, Part 3.0 Detailed Description of Required Services, paragraph a) General Work Requirements, number 14 states that city business hours are 8:00am - 5:00pm, but the support requirement in 3.1 IT Infrastructure and Support (WBS 4.1 SOW), paragraph M states that routine support must be available from 7:00am - 5:00pm. Please Clarify. **Answer:** Support hours require onsite staff 8:00 am – 5:00 pm.
10. **Section J of the Draft RFP, Part 3.0 Detailed Description of Required Services**, paragraph a) General Work Requirements, number 15 - does this constitute a requirement for on-call support 24/7/365 or an administrative requirement to answer questions, etc.? **Answer:** Requirement for on-call support 24/7/365
11. **Section J, Paragraph 3.1** IT Infrastructure and Support (WBS 4.1 SOW), sub-paragraph r) of the Draft RFP states the requirement to "monitor the City's IT systems for security breaches and immediately report any such breaches to the City Manager, or designee, for appropriate action." To properly support this requirement, a dedicated Security Engineer familiar with interpreting logs from varying security products would be required. **Answer:** Expectation is to use advanced monitoring tools and alerts along with cross-training between part-time Security Engineer and Systems Administrator to fulfill this requirement
12. **Section J - Attachment 05, DCI-COSS-FS-003 (Page J-5-1)** states that a monthly Security Analysis Report is required. For the minimum report contents, please clarify what the "Information on variables request by the City." refers to. Additionally, the Information Services Task Order states that this report should be delivered daily. Please clarify. **Answer:** Report to be delivered monthly
13. Given the number of sites supported, are there any specific personnel requirements on a per site basis? **Answer:** Site allocation is dependent on workload, all personnel shall be at one of the City's sites for the entirety of the City's work day.
14. Please provide an org chart. There are four different leadership roles outlined in the Draft RFP
  - (1) An information Services Director responsible for the information services program,
  - (2) A Chief Information Officer to whom performance metrics will be delivered,
  - (3) IT Director to whom a contract is provided
  - (4) Assistant IT Director reports to whom.**Answer:** The titles listed in section (1) through (3) above have been clarified into a single point of contact "IT Director" to whom the Assistant Director will report.
15. Can you provide more information regarding the reporting structure within the City as a whole? and for the IT Contractor in particular? **Answer:** City Organization Charts are located within the yearly budget report located on the City website.
16. For a position that we feel is important but is not listed, can we submit a proposal with slight variations to the positions list? **Answer:** Proposals with variations may be submitted as an alternate.

17. Can we submit requested changes to the standard contract? Our insurance attorneys have reviewed the document and have a few suggested changes that we would like the City to consider. It is our understanding that the suggested changes by our insurance attorneys will improve the contract for both parties? **Answer: Yes, changes may be requested. The City will consider each request and will determine, in its sole discretion, whether to revise the contract in the best interest of the City. .**
18. Section L. 8. 3. 1. Bidding Alternatives only discusses that bidders may bid on one or more departments independently. Would the City allow an alternative bid when a bidder bids on more than one department? In other words, a bidder must submit a stand-alone bid for each department that they bid on, but could they provide an alternative bid if they wish if the City would consider awarding more than one department to a single bidder? **Answer: A bidder must submit a stand-alone bid for each department they wish to be considered for.**
19. Would you clarify you are referring to the City's contract when you say you will not accept Proposals with alternate terms & conditions on page L-4/L.8.1? **Answer: Yes, this section refers to the City's contract.**
20. Would it be acceptable for us to include a web address that the reader could visit on their own? **Answer: Yes, if the web address is provided in order to provide additional information and is not a substitute for the response to what is being requested in the RFP.**
21. Will you be providing a conference line for the pre-proposal conference meeting 12/12/18? (J-1-7)? **Answer: No**
22. Can we submit the proposals via email? **Answer: No**
23. Section 6.0 City Furnished Property mentions the city will provide all furniture, computers and software, etc. Can you clarify if this means at the City or at the vendor's location? **Answer: The City will provide all of the equipment for the departments located at a City facility.**

**I hereby acknowledge receipt of Addendum Number 1 for RFP #IS-FY19 City of Sandy Springs General Government Services Information Services and have incorporated the changes into my response for the above mentioned Request for Proposal.**

**COMPANY NAME:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_ **ZIP:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_ **EMAIL ADDRESS:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_